

Listing of Claims:

1. (Currently Amended) A computer implemented method for displaying a help resource associated with a device on a remote display apparatus, the method comprising:

receiving, in a display apparatus, a plurality of help messages created in a plurality of devices, wherein a help message includes an importance rating that identifies an importance of the help message, and a device identification that identifies a device that created the help message, wherein the importance rating is included in the help message when the help message is created in the device;

prioritizing one of the plurality of help messages comprising selecting a help message in dependence upon a importance rating included in the help message wherein the value of the importance rating is dependent upon the status of the device;

notifying at least one of the plurality of devices that the display apparatus is busy, further comprising

creating, in the display apparatus a busy message; and

transmitting the busy message to at least one of the plurality of devices;

retrieving, in dependence upon the prioritized help message, a help resource; and

displaying, with the display apparatus, the help resource.

Claims 2-6. (Cancelled)

7. (Currently Amended) A computer implemented method for displaying a help resource associated with a device on a remote display apparatus, the method comprising:

receiving, in a services gateway, a plurality of help messages created in a plurality of devices, wherein a help message includes an importance rating that identifies an importance of the help message, and a device identification that identifies a device that created the help message, wherein the importance rating is included in the help message when the help message is created in the device;

prioritizing one of the plurality of help messages comprising selecting a help message in dependence upon a importance rating included in the help message wherein the value of the importance rating is dependent upon the status of the device;

notifying at least one of the plurality of devices that the display apparatus is busy, further comprising

creating, in the services gateway, a busy message; and

transmitting the busy message to at least one of the plurality of devices;

retrieving, in dependence upon the prioritized help message, a help resource; and

sending the help resource to a display apparatus for display.

Claims 8-12. (Cancelled)

13. (Currently Amended) A system for displaying a help resource associated with a device on a remote display apparatus, the system including a computer processor and computer memory operatively coupled to the computer processor, the

~~computer memory having disposed within it computer program instructions that, when executed, carry out the steps of the system comprising:~~

~~means-for~~ receiving, in a display apparatus, a plurality of help messages created in a plurality of devices, wherein a help message includes an importance rating that identifies an importance of the help message, and a device identification that identifies a device that created the help message, wherein the importance rating is included in the help message when the help message is created in the device;

~~means-for~~ prioritizing one of the plurality of help messages comprising selecting a help message in dependence upon a importance rating included in the help message wherein the value of the importance rating is dependent upon the status of the device;

~~means-for~~ notifying at least one of the plurality of devices that the display apparatus is busy, further comprising

~~means-for~~ creating, in the display apparatus a busy message; and

~~means-for~~ transmitting the busy message to at least one of the plurality of devices;

~~means-for~~ retrieving, in dependence upon the prioritized help message, a help resource; and

~~means-for~~ displaying, with the display apparatus, the help resource.

Claims 14-18. (Cancelled)

19. (Currently Amended) A computer implemented system for displaying a help resource associated with a device on a remote display apparatus, the system

including a computer processor and computer memory operatively coupled to the computer processor, the computer memory having disposed within it computer program instructions that, when executed, carry out the steps of: the system comprising:

~~means for~~ receiving, in a services gateway, a plurality of help messages created in a plurality of devices, wherein a help message includes an importance rating that identifies an importance of the help message, and a device identification that identifies a device that created the help message, wherein the importance rating is included in the help message when the help message is created in the device;

~~means for~~ prioritizing one of the plurality of help messages comprising selecting a help message in dependence upon a importance rating included in the help message wherein the value of the importance rating is dependent upon the status of the device;

~~means for~~ notifying at least one of the plurality of devices that the display apparatus is busy, further comprising

~~means for~~ creating, in the services gateway, a busy message; and

~~means for~~ transmitting the busy message to at least one of the plurality of devices;

~~means for~~ retrieving, in dependence upon the prioritized help message, a help resource; and

~~means for~~ sending the help resource to a display apparatus for display.

Claims 20-24. (Cancelled)

25. (Currently Amended) A computer program product for displaying a help resource associated with a device on a remote display apparatus ~~comprising, the computer program product disposed upon a computer-readable record medium the computer program product including computer program instructions capable, when executed, of causing automated computing machinery to carry out the steps of:~~

~~a recording medium;~~

~~means, recorded on the recording medium, for receiving, in a display apparatus, a plurality of help messages created in a plurality of devices, wherein a help message includes an importance rating that identifies an importance of the help message, and a device identification that identifies a device that created the help message, wherein the importance rating is included in the help message when the help message is created in the device;~~

~~means, recorded on the recording medium, for prioritizing one of the plurality of help messages comprising selecting a help message in dependence upon a importance rating included in the help message wherein the value of the importance rating is dependent upon the status of the device;~~

~~means, recorded on the recording medium, for notifying at least one of the plurality of devices that the display apparatus is busy, further comprising~~

~~means, recorded on the recording medium, for creating, in the display apparatus a busy message; and~~

~~means, recorded on the recording medium, for transmitting the busy message to at least one of the plurality of devices;~~

~~means, recorded on the recording medium, for retrieving, in dependence upon the prioritized help message, a help resource; and~~

~~means, recorded on the recording medium, for displaying, with the display apparatus, the help resource.~~

Claims 26-30. (Cancelled)

31. (Currently Amended) A computer implemented computer program product for displaying a help resource associated with a device on a remote display apparatus, the computer program product ~~comprising, the computer program product~~ disposed upon a computer-readable record medium, the computer program product including computer program instructions capable, when executed, of causing automated computing machinery to carry out the steps of:

~~a recording medium;~~

~~means, recorded on the recording medium, for receiving, in a services gateway, a plurality of help messages created in a plurality of devices, wherein a help message includes an importance rating that identifies an importance of the help message, and a device identification that identifies a device that created the help message, wherein the importance rating is included in the help message when the help message is created in the device;~~

~~means, recorded on the recording medium, for prioritizing one of the plurality of help messages comprising selecting a help message in dependence upon a importance rating included in the help message wherein the value of the importance rating is dependent upon the status of the device;~~

~~means, recorded on the recording medium, for notifying at least one of the plurality of devices that the display apparatus is busy, further comprising~~

~~means, recorded on the recording medium, for~~ creating, in the services gateway, a busy message; and

~~means, recorded on the recording medium, for~~ transmitting the busy message to at least one of the plurality of devices;

~~means, recorded on the recording medium, for~~ retrieving, in dependence upon the prioritized help message, a help resource; and

~~means, recorded on the recording medium, for~~ sending the help resource to a display apparatus for display.

Claims 32-36. (Cancelled)